



SHELTER HOUSING ADVICE AND RESEARCH PROJECT
LEICESTER'S INDEPENDENT HOUSING ADVICE CENTRE SINCE 1974

13 Welford Road
Leicester LE2 7AD
Tel: (0116) 254 6064

Email: info@leicestershelter.org.uk

Our Privacy Policy

1. About this Policy

SHARP helps thousands of people every year struggling with bad housing or homelessness through our advice services. We campaign to make sure that one day, everyone will have a decent home.

When doing this, we process personal data about people who receive advice, guidance or housing support services from us – or provide us with support through donations, or volunteering. We are committed to protecting your privacy and take this responsibility very seriously. We therefore take care to safeguard it. This notice outlines what data we collect, how we may use it, how we protect your data and your rights, and how you can exercise those rights.

References to 'we' or 'us' are SHARP Housing Advice & Research Project, registered charity number 1000515.

We regularly check this notice to ensure we provide you with the most up-to-date information regarding our data processing activities. We strongly advise you to read this page from time to time to ensure you are happy with any changes that might be made.

This privacy policy was prepared to be as comprehensive as possible, but it does not include an exhaustive list of every aspect our collection and use of personal information. However, we would be happy to provide any further information or explanation about our practices.

If you have any questions about this policy, please contact us using the details in the 'Contact us, section below.

This privacy policy was last updated in May 2018.

2. Why we collect your data

We collect personal data for many reasons, including to provide you with services, communicate with you and send you information you have requested, and administer donations. Depending on how you interact with us, we may process data for the following reasons:



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1. to provide you with advice, support or legal services that you have requested or been referred to
2. to administer services SHARP is providing to you
3. to communicate with you regarding SHARP's work and fundraising activities
4. to process donations and administer Gift Aid information for any donation you make to SHARP
5. to administer and send you information about our legacy programme
6. for our own internal administrative purposes, and to keep a record of your relationship with us
7. to manage your communication preferences
8. to process job applications or volunteer placements
9. to conduct surveys, research and gather feedback
10. to obtain information to improve SHARP's services and user experiences
11. to comply with applicable laws and regulations, and requests from statutory agencies

3. Information we collect

We collect the following personal information:

1. your full name
2. contact details – including your postal address, telephone number(s), and email address
3. date of birth
4. details of your case when providing you with housing advice
5. records of your correspondence and engagement with us
6. donation history and Gift Aid details



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7. photographs, video or audio recordings
8. occupation
9. biographical information
10. other information you share with us

This information may be collected via:

11. any paper forms you complete
12. telephone conversations or face-to-face interactions
13. publicly available sources
14. communication via social media

We sometimes also collect sensitive, personal data about individuals. This includes information about health, religion, sexuality, ethnicity, political and philosophical beliefs, and criminal records. We will normally only record this data where we have your explicit consent, unless we are permitted to do so in other circumstances under data protection law. For example, we may make a record that a person is in a vulnerable circumstance to comply with requirements under charity law and the Code of Fundraising Practice, to ensure that we do not send fundraising communications to them.

4. Using your personal data SHARP Services

If you are receiving advice, guidance or support from us, we will need to process your data because of your specific relationship with us.

We will keep all your case information – including notes, letters and information given to us about you – in a confidential record that is specific to you. We use a customer relationship management system (CRM) to support our advice, guidance and support. This means that we can keep the information you provide us, so we are able to see the history and relevant details of your case(s). This ensures that we provide appropriate and accurate advice or support. We take information security very seriously. No one is allowed access to our system or files unless they need this to provide the service to you, or one of the other purpose discussed in this notice.



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To ensure that our services meet a high standard of quality, client files are sometimes checked by our quality assurance staff. Files may also be checked by external auditors if the work we do is funded by another organisation, such as a local authority or the Legal Aid agency. All auditors are bound by confidentiality policies.

We may use your data for statistical reports. These statistics will not include any information that could be used to identify any individual.

5. Applying for a SHARP job

When you apply for a job with us, your personal data will be collated to monitor the progression of your application, and the effectiveness of the recruitment process through the statistics collected. Where we need to share your data – such as for gathering references, obtaining a Disclosure and Barring Services (depends on the role), or a prison clearance (depends on the role) – you will be informed beforehand, unless the disclosure is required by law. These checks are only done after a position has been offered only to the successful candidate. On the application form, you are asked to complete the referee details, and can tick permission to contact referee. If tick yes, once offered a role, we will automatically send out reference requests. If you tick no, we will contact successful candidates for permission first.

Personal data about unsuccessful applicants are held for 12 months after the recruitment exercise is complete for that vacancy. You, as an applicant, can ask us to remove your data before this time if you do not want us to hold it.

Once you have taken up employment with SHARP, we will compile a file relating to your employment. The information contained in this will be kept secure and will only be used for purposes directly relevant to your employment. Once your employment with us has ended, we will retain the file in accordance with the requirements of our retention schedule and then delete it from our files.

6. Professional contacts

We may collect data about professional contacts and partners with whom we work. Personal data collected in this way will be processed in accordance with data protection legislation and this policy.

We may send our professional partners information and updates about our work (primarily by email). Such contacts can opt out of receiving this information at any time.



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We maintain a record of information related to MPs and other holders of public office, to enable us to undertake our campaigning activity in furtherance of our charitable aims. This will include keeping a record of contact details such as address, telephone number and email address as well as publicly available voting records and committee and group memberships.

7. Our legal basis for processing personal data

We need a lawful basis to collect and use your personal data under data protection law. The law allows for six ways to process personal data (and additional ways for sensitive personal data). Four of these are relevant to the types of processing that we carry out. This includes information that is processed on the basis of:

1. a person's consent
2. a contractual relationship
3. processing that is necessary for compliance with a legal obligation (for example to process a Gift Aid declaration, and carrying out due diligence on large donations)
4. SHARP's legitimate interests (please see below for more information)

Personal data may be legally collected and used if it is necessary for a legitimate interest of the organisation using the data, if its use is fair and does not adversely impact the rights of the individual concerned.

When we use your personal information, we will always consider if it is fair and balanced to do so and if it is within your reasonable expectations. We will balance your rights and our legitimate interests to ensure that we use your personal information in ways that are not unduly intrusive or unfair. Our legitimate interests include:

- o **Charity Governance:** including delivery of our charitable purposes, statutory and financial reporting and other regulatory compliance purposes.
- o **Administration and operational management:** including responding to solicited enquires, providing information and SHARP services, research, the administration of volunteers and employment, and recruitment requirements



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o Fundraising and Campaigning: including administering campaigns and donations, and sending direct marketing by post (and in some cases making marketing calls), sending thank you letters, analysis, targeting and segmentation

to develop communication strategies, and maintaining communication suppressions

If you would like more information on our uses of legitimate interests, or to change our use of your personal data in this manner, please get in touch with us using the details in the 'Contact us' section below.

Disclosure of your personal data

We will not share any of your personal data to any third party – except where:

1. we are required to do so by law, for example to law enforcement or regulatory bodies where this is required or allowed under the relevant legislation
2. it is necessary to protect the vital interests of an individual
3. we have obtained your consent

We will never share or sell your personal data to a third-party organisation for marketing, fundraising, or campaigning purposes.

9. Security of your personal data

We use appropriate technical and organisational measures and precautions to protect your personal data and to prevent the loss, misuse or alteration of your personal data.

10. Retention of your data

Whatever your relationship with us, we will only store your information for a specified amount of time, as set out in our internal data retention policy.

The length of time that data will be kept may depend on the reasons for which we are processing the data and on the law or regulations that the information falls under, such as financial regulations, Limitations Act, Health and Safety regulation etc., or any contractual obligation we might have – such as with government contracts or if we have a business case, such as with research data. For business case data, we will anonymise the data so no individual is identifiable.



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Subject to the above, we will typically store data relating to donors and people who have taken campaign actions for seven years after their last donation or interaction, and people to whom we provide services to for seven years after completion of those services. Personal data about unsuccessful applicants are held for 12 months after the recruitment exercise is complete for that vacancy.

Once the retention period has expired, the information will be confidentially disposed or permanently deleted.

If you request to receive no further contact from us, we will keep some basic information about you on our suppression list to avoid sending you unwanted materials in the future.

11. Your rights

You have many rights under data protection legislation. These include:

1. Right of Access

You have the right know what information we hold about you and to ask, in writing, to see your records.

We will supply any information you ask for that we hold about you as soon as possible, but this may take up to 30 days. We will not charge you for this other than in exceptional circumstances. You will be asked for proof of identity as the person dealing with your request may not be the staff member you have met before. We need to be sure we are only releasing your personal data to you.

This is called a data subject access, and can be done by:

writing to the Manager, SHARP, 13, Welford Rd, Leicester, LE2 7AD

2. Right to be informed

You have the right to be informed how your personal data will be used. This policy, as well as any additional information or notice that is provided to you either at the time you provided your details, or otherwise, is intended to provide you with this information.

3. Right to withdraw consent



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Where we process your data based on your consent (for example, to send you marketing texts or emails), you can withdraw that consent at any time. To do this, or to discuss this right further with us, please contact us using the details in the 'Contact us' section below.

4. Right to object

You also have a right to object to us processing data where we are relying on it being within our legitimate interests to do so. To do this, or to discuss this right further with us, please contact us using the details in the 'Contact us' section below.

5. Right to restrict processing

In certain situations, you have the right to ask for processing of your personal data to be restricted because there is some disagreement about its accuracy or legitimate usage.

6. Right of erasure

In some cases, you have the right to be forgotten (i.e. to have your personal data deleted from our database). Where you have requested that we do not send you marketing materials, we will need to keep some limited information to ensure that you are not contacted in the future.

7. Right of rectification

If you believe our records are inaccurate, you have the right to ask for those records concerning you to be updated. To update your records, please get in touch with us using the details in the 'Contact us' section below.

8. Right to data portability

Where we are processing your personal data because you have given us your consent to do so, you have the right to request that the data is transferred from one service provider to another.

12. Complaints

If you have any complaints about the way in which we have used your data, please get in touch with us using the details in the 'Contact us' section below. We would be happy to help and discuss your concerns. In addition, you are also entitled to make a complaint to the Information Commissioner's Office and the Fundraising Regulator.



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13. Contact Us

If you have any questions about this policy, would like more information, or want to exercise any of the rights set out in section 15 above, you can get in touch with us in the following ways: info@leicestershelter.org.uk

1. 0116 2546064
2. SHARP, 13, Welford Rd, Leicester, LE2 7AD.

The above policy was agreed by the Chair and Vice-Chair of the SHARP Trustee Board in June 2018.